

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

PSC CONSUMER SERVICES DEPARTMENT

Consumers have certain rights to receive safe and adequate utility service, and the right to know the cost of the service that is being provided. The Missouri Public Service Commission's Consumer Services staff is available to answer questions regarding utility service.



Consumers should first attempt to resolve the complaint with their utility provider. If that contact does not

resolve the issue, please call the PSC Consumer Services Department at 1-800-392-4211. Consumer Services staff will work to help resolve any utility issues and provide

assistance or other resources.

HOW CONSUMER SERVICES CAN HELP YOU

STAFF CAN INVESTIGATE AN INQUIRY OR DISPUTE IF THE CONCERN PERTAINS TO:

- ◆ Rates or charges
- ◆ Installations or disconnections (proposed or recent)
- ◆ Responsibility for a bill
- ◆ A request for a deposit
- ◆ Refusal of service by a utility
- ◆ The quality and type of utility service
- ◆ A utility's policies and procedures

CONSUMER SERVICES CAN PROVIDE ADDITIONAL INFORMATION & RESOURCES

- ◆ Federal agencies can help resolve long distance issues ("slamming" and "cramming"); satellite TV; faxes; Internet; wireless communications; "800" and "900" number complaints; federally-mandated charges.
- ◆ Telemarketing and consumer fraud involving utility rates.

WHAT A CONSUMER SHOULD DO

A consumer should always first contact the utility to see if the company can help solve the problem. If unable to resolve the complaint with the utility, the PSC will contact the utility to see if there is a solution to the problem.



Complaints may be submitted by telephone, fax, letter, e-mail or in person. Depending on the complexity of the complaint, a written summary of the dispute and supporting documents may need to be included.

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102
Attention: Consumer Services Department
1-800-392-4211
1-573-526-1500 (FAX)
<http://www.psc.state.mo.us/info-con-complaint-form.asp>

(More Information On Other Side)

Consumer Services Department FY 2002 Accomplishments

Primary Complaint Issues

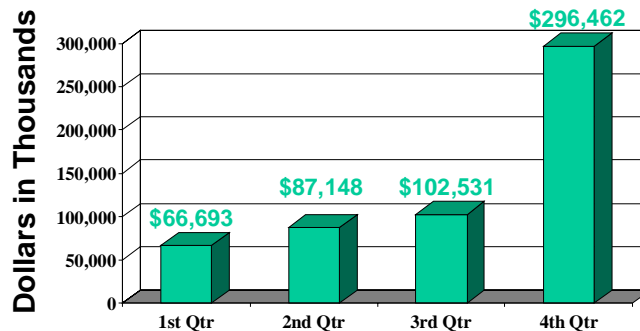
- Billing
- Service Quality
- Violation of Rules and Regulations

Complaints/Inquiries by Utility Type:

Telephone	3,907
Electric	2,259
Gas	1,298
Water	612
Sewer	112

Complaints Resolved: **5,119**
Inquiries Answered: **7,609**
Monthly Average: **1,061**

In FY 02, the Commission's Consumer Services Department saved Missouri consumers \$552,834 through waived deposits, reconnect fees, billing errors, etc.



3/24/03

WHAT CONSUMER SERVICES CANNOT DO*

Consumer Services staff cannot help with inquiries or disputes concerning:

- ◆ Complaints related to cable television or satellite TV service
- ◆ Complaints related to cellular, high-speed data services or internet service providers
- ◆ Complaints regarding rural cooperatives, water and sewer districts or municipally-owned utilities (except for natural gas pipeline safety issues)
- ◆ Complaints concerning bottled propane or oil companies
- ◆ Complaints against landlords concerning high bills or disconnection of service
- ◆ Trash collection
- ◆ Merchandise sold to you by a public utility

* The Missouri Public Service Commission does not regulate wireless telephone, cable television, or high-speed internet. The PSC also does not regulate the rates of municipally-owned utilities, rural cooperatives or water and sewer districts.

For more information



The Missouri Public Service Commission works to ensure Missouri citizens receive safe, reliable, and affordable utility service. If you have a billing question or service-related problem, call **1-800-392-4211**, or visit www.psc.state.mo.us